

**CLERK TYPIST**  
**COLUMBIA COUNTY HEALTH AND HUMAN SERVICE DEPARTMENT**

**POSITION DESCRIPTION**

**I. Position Summary:**

The position is a full time position in the Health and Human Service Department under the general supervision of a Division Administrator. The mission statement of Columbia County Department of Health & Human Services is to promote and protect the health and safety of our community. The individual in this position performs a variety of moderately complex office procedures according to prescribed practices, provides clerical support for a variety of specific duties, and works collaboratively as a team with all Department staff.

**II. Essential Duties and Responsibilities:**

1. Share responsibilities of the day-to-day operations of an office
2. Ability to perform a variety of moderately complex clerical procedures
3. Filing, typing, operating a multi-line switchboard, receiving the public
4. Ability to create, save, image, maintain and dispose of records and data bases according to State Statutes and County Ordinances
5. Sort and distribute materials to appropriate staff
6. Assist, direct and educate the public on the phone and face to face
7. Maintain office supplies and office equipment, such as faxes, scanners, copiers, and transcription equipment
8. Prepare reports, forms and correspondence
9. Maintain statistics for In-house, Local, State, & Federal reporting for all Divisions as assigned.
10. Assist with the maintenance of the Department's social media sites.
11. Schedule appointments for division programs and services.

**III. Education Requirements:**

1. Computer experience required, especially with Microsoft products
2. Must meet one of the following criteria:
  - Associate Degree from an accredited vocational, college, or technical school in one of the secretarial sciences, and a minimum of one (1) year of related office experience, OR
  - High School diploma or its equivalent supplemented by post high school course work with at least two semesters in the secretarial theory at a post High School educational institution and a minimum of two (2) years of related work experience, OR
  - Combination of training and experience equivalent to the above or specific to the job.

#### **IV. Knowledge, Skills, Licensure and Experience Required:**

1. Knowledge and ability to use the Internet, including social media sites
2. Ability to maintain confidentiality of all client related information
3. Ability to understand and effectively carry out verbal and written instruction
4. Knowledge of business correspondence formats and procedures
5. Knowledge of the basic principles, procedures, and systems of filing with the ability to organize and maintain filing systems and other records, including both electronic and hard copy files
6. Knowledge of business English, grammar, and spelling, both written and oral
7. Knowledge of data base creation, entry, and maintenance
8. Ability to work with a minimum of supervision once on-the-job training is complete
9. Ability to establish and maintain positive, respectful & professional working relationships with the general public and with all staff members
10. Ability to work with target populations served by the Department.
11. Ability to accurately type 50 words per minute
12. Ability to use general office equipment, such as faxes, scanners, computers, copiers, transcription equipment, phones, and mailing equipment
13. Knowledge of Microsoft Outlook, Word, Excel, Access, Publisher & PowerPoint
14. Possess valid Wisconsin Drivers' license
15. Maintain automobile liability insurance.

#### **V. Physical Requirements:**

1. Ability to lift/carry/push/pull at least 50 pounds
2. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing and walking
3. Visual acuity
4. Ability to hear normal conversation
5. Ability to communicate in a clear manner
6. Good manual dexterity of hands and fingers.

The position description is not to be interpreted as all-inclusive. The intention is to identify major responsibilities and requirements of this position. There may be requests to perform job-related responsibilities and tasks other than those stated on this description.

4/1/16